

4 HC

Topic: Interactive Comment Evaluation	OPR: PAIO 4-2906
Reference: Customer Management Services (CMS) Implementation NETCALL #2008-59 23 June 2008	

Procedure: The Fort Irwin ICE site will allow immediate customer feedback to all service providers: obtain suggestions in improving the quality of service to all constituent groups (Soldiers, retirees, veterans, DoD civilians and Family Members); and identify issues affecting their well-being. The ICE site can be accessed from any computer terminal or ICE kiosk with internet access

ICE Comment Response Process

Step	Action/Task	Responsible	Accountable	Consulted	Informed
1	Customer submits ICE comment to service provider	Customer			
2	Service provider receives comment from customer	Service Provider	Cdr or Director		
3	Service provider responds to customer	Service Provider	Cdr or Director		
4	Service provider routes comment to Director for review, consultation and response	Service Provider	Cdr or Director		
5	Director or service provider responds	Service Provider	Cdr or Director		
6	Director submits to GC for guidance and review	Cdr or Director	Cdr or Director	GC	
7	GC reviews, provides guidance and input	Cdr of Director	Cdr or Director	GC	
8	GC responds through Director to Customer	Cdr or Director	Director	Director	
9	Comments for best media strategy provided to PAO	PAO	Cdr or Director	GC	GC
10	ICE comment and response is published	PAO	Service Provider	Cdr or Director	GC

R = Responsible – The person who performs the action/task (the doer); normally the SME filling out the worksheets.

A = Accountable – The person who is held accountable that the action/task is completed; Directors or Division Chief

C = Consulted – The person(s) who is consulted before performing the action/task; someone that must provide input.

I = Informed – The person(s) who is informed after performing the action/task; PAIO and Directors.

ICE Comment Response Process

